U.S. AIR FORCE ENVIRONMENT OF CARE® MANAGEMENT PLANS

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PURPOSE

- Surveyor
  - “Snapshot” of process
  - Verification of compliance
  - Identification of questions
- Health Care Organization
  - Executive summary of policies & procedures
  - Educate staff
  - Educate administrators

SURVEYOR EXPOSURE

- 2003
  - Closed Document Review Session
  - EC Document Review Session
- 2004
  - EC Document Review Session

ELEMENTS OF PERFORMANCE

- Formerly called intent statements
- Match surveyors' computer criteria
- Each is scorable
  - 1 = full compliance
  - 2 = partial compliance (rate-based only)
  - 3 = non compliance

PLAN CRITERIA

- Specific to facility
- Address each element of performance
- Clear and concise
- Consistent format
- JCAHO standards are minimum requirements

2004 MANAGEMENT PLAN REQUIREMENTS

- EC.1.10 Safety
- EC.2.10 Security
- EC.3.10 Hazardous Materials & Waste
- EC.4.10 Emergency Management
- EC.5.10 Fire Safety
- EC.6.10 Medical Equipment
- EC.7.10 Utilities

2004 EC STANDARDS

- EC.1.10: Safety
  - EC.1.20: Maintains safe environment
  - EC.1.30: Smoking
- EC.2.10: Security
- EC.3.10: Hazardous Materials & Waste
- EC.4.10: Emergency Management
  - EC.4.20: Emergency drills

2004 EC STANDARDS

- EC.5.10: Fire Safety
  - EC.5.20: *LSC* Compliance
  - EC.5.30: Fire drills
  - EC.5.40: Fire safety maintenance
  - EC.5.50: ILSM
- EC.6.10: Medical Equipment
  - EC.6.20: Maintenance, Testing, Inspection

2004 EC STANDARDS

- EC.7.10: Utilities
  - EC.7.20: Emergency Power
  - EC.7.30: Maintenance, Testing, Inspection
    - EC.7.4.0: Generator testing
    - EC.7.5.0: Medical gas and vacuum

2004 EC STANDARDS

- EC.9.10: Monitoring Conditions
  - Reporting & investigating
  - Performance monitoring
  - Annual evaluation

- NOTE: Orientation and Education requirements are in HR.3.1

COMMON REQUIREMENTS

- Grouped together for 2004
  - Reporting and investigating
  - Performance monitoring
  - Annual evaluation
  - Orientation and education

ORIENTATION AND EDUCATION

- HR.3.1
- General language
- No specifics from EC.2.8 (2003)
- No specifics in management plan standards
- Potential loss of history

JCAHO MANAGEMENT PLANS

- 2004 standards are reorganization only
- 2003-compliant management plans are OK
- Everything required for 2003 is still required for 2004

PHILOSOPHY

- Meet the JCAHO requirements
- Encompass all areas of program
  - Related standards not required for inclusion
- Some things included that are not required by JCAHO
  - ICRA
  - Patient Safety
  - Etc.

STARTING POINT

- Consider the annual evaluation
  - Objectives
  - Scope
  - Performance
  - Effectiveness

PLAN STRUCTURE

- Purpose
- Scope
- Responsibility
- Objectives
- Elements of Performance*

*Only part specifically required by JCAHO

PURPOSE

- Reason for existence of plan
- “Mission statement”

SCOPE

- Sites covered by plan
- Services offered
- Hours of operation
- Contracts
- Etc.

RESPONSIBILITY

- Office of Primary Responsibility (OPR)
- Relationship to Executive Steering Committee
- Relationship to EOC committee

OBJECTIVES

- What are you trying to accomplish?
- Broad-based
- Requires planning

ELEMENTS OF PERFORMANCE

- Brief
  - Few sentences to few paragraphs
- Enough information for surveyor
  - Basic understanding of the process
  - Ability to ask questions
- Explain organizational management of topic
- Cross-reference policies and procedures

ELEMENTS OF PERFORMANCE

- If not applicable, so state in the management plan with rationale
- Omission of EP’s will result in recommendations

TEMPLATE PURPOSE

- Consistent approach
- JCAHO compliance
- Unification of program

TEMPLATE FORMAT

- 2004 JCAHO standards
- Elements of performance
- Numbering changes
- Related standards grouped together
- Inclusion of related requirements
- Standards language in bold & italics
- Facilitate annual evaluation

OCCUPANCIES

- Health Care Occupancies
  - Acute care hospitals
  - Related clinics
- Business Occupancies
  - Not affiliated with hospital
- Ambulatory Care plans not provided
  - 4 or more rendered incapable of self-preservation

USE OF TEMPLATES

- Reflect common practice
- Must represent practice at facility
- Highlighting for customization
  - Fill in the blank
  - Make a choice
  - See “Management Plan Instructions”

MANAGEMENT PLAN GUIDE

- Itemizes highlighted material in each plan
- Provides information on customizing template

OBJECTIVES

- General objectives listed for each plan
- Others may be added as appropriate

SAFETY OFFICER

- Independent, reporting to facility manager
- Same individual as facility manager

EMERGENCY MANAGEMENT

- Based on Medical Contingency Response Plan
- Air Force Standards used for MCRP Annexes

PERFORMANCE MONITORS

- Each plan presents several options
- At least one required per plan
- May choose one from list
- May select others as appropriate

IT IS ABSOLUTELY ESSENTIAL THAT YOU READ THE TEMPLATES CAREFULLY AND EDIT THEM TO FIT THE PRACTICE IN YOUR FACILITY!